

**COMMON INTEREST COMMUNITY BOARD
OMBUDSMAN REGULATORY REVIEW COMMITTEE MEETING**

MINUTES OF MEETING

The Ombudsman Regulatory Review Committee of the Common Interest Community Board met on Tuesday, July 7, 2009, at the Department of Professional and Occupational Regulation (DPOR), 9960 Mayland Drive, 2nd Floor, Board Room 1, Richmond, Virginia 23233.

The following members were present:

Milton W. Matthews, Chair
Prudence Bachmann (arrived at 10:15 a.m.)
Ronda S. DeSplinter
Coleen Hillen
William A. Marr, Jr.
Lucia Anna Trigiani (Ex-Officio)

Board member Katherine Waddell was not in attendance. Also, Committee members Thomas Burrell, III and William Mason, Jr. were not in attendance.

DPOR staff present for all or part of the meeting included:

Jay W. DeBoer, Director
Mark N. Courtney, Deputy Director of LRD
Nick Christner, Deputy Director of CID
Trisha L. Henshaw, Executive Director
Heather Gillespie, Ombudsman
Thomas K. Perry, Property Registration Administrator
Betty C. Jones, Administrative Assistant

Steven Jack from the Office of the Attorney General was present.

Mr. Matthews, Chair, called the meeting to order at 10:04 a.m.

Call to Order

Ms. DeSplinter moved to approve the agenda. Mr. Marr seconded the motion which was unanimously approved by: Bachmann, DeSplinter, Hillen, Marr, Matthews, and Trigiani.

Approval of Agenda

Mr. Matthews opened the floor for public comment. No members of the public present requested to speak.

**Public Comment
Period**

Ms. Henshaw provided a time-line for the preparation of the draft Ombudsman Regulations. The time-line establishes a time frame for the

**Regulations/Review
of Timeline for**

Committee in which objectives must be accomplished. The Committee's work will culminate with the presentation of the draft text to the Board at the October 13, 2009, meeting.

Regulations

Ms. Bachmann arrived at 10:15 a.m.

Arrival of Committee Member

Ms. Henshaw provided a general outline of the areas that may need to be addressed in the Common Interest Community Ombudsman Regulations. Ms. Henshaw provided the document entitled "Ombudsman Regulations Items for Discussion/Consideration", from which "Part II, Association Complaint Process" was discussed in detail at the last meeting. The Committee was provided with a summary of comments from the June 11, 2009, Ombudsman Regulatory Review Committee meeting. The Committee reviewed the comments in detail.

Review Comments Regarding Part II, Association Complaint Process, of Ombudsman Regulations Items for Discussion Consideration

The Committee continued its discussion of the Association Complaint Process that needs to be addressed in the draft Ombudsman Regulations. The Committee was provided with draft text for consideration based on the comments received at the last meeting. The Committee reviewed, discussed, and amended as necessary the draft text.

The Committee recessed for lunch at 11:59 a.m. and reconvened at 12:44 p.m.

Lunch

The Committee discussed Part III, Final Adverse Decision, of the document entitled "Ombudsman Regulations Items for Discussion/Consideration." Ms. Henshaw provided responses that were submitted since the last meeting regarding "Part III, Final Adverse Decision."

Discuss and Consider Comments Regarding Part III, Final Adverse Decision, of Ombudsman Regulations Items for Discussion Consideration

After the Committee reviewed each of the questions presented, Ms. Henshaw indicated that staff would prepare draft text in accordance with the Committee's comments for review at the next meeting.

The Committee discussed its plan for the next Committee meeting. After discussion, it was determined that the Committee submit any ideas on definition suggestions to Mr. Perry for discussion at the July 27, 2009, meeting.

Other Business/ Discuss Topics for July 27th Committee Meeting

In addition, the Committee plans to develop the draft association complaint form then begin on the draft complaint form for the Ombudsman's office.

After discussion, the Committee approved the following meeting dates by consensus: August 17, 2009 and September 16, 2009.

**Set Additional
Meeting Date(s)**

The Board members serving on the Committee were reminded to complete their conflict of interest forms and travel vouchers.

**Conflict of Interest
and Travel Voucher
Forms**

There being no further business, the meeting was adjourned at 1:38 p.m.

Adjourn

Lucia Anna Trigliani, Chair

Jay W. DeBoer, Secretary